

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1526

TITLE: CONSUMER SPECIALIST II

GRADE: S-25

DEFINITION:

Under general supervision, serves as team leader, directing the activities of a group of Consumer Specialists; and performs related work as required.

TYPICAL TASKS:

Leads lower-level Consumer Specialists in the daily investigation of licensing applications, consumer and tenant-landlord complaints, and in carrying out other assignments;
Guides team members in determining whether there has been a violation of consumer, tenant-landlord, or licensing laws;
Keeps aware of trends and problem areas in pertinent licensing issues, consumer affairs, and tenant-landlord relations, and advises management of developments;
Instructs team members in techniques of complaint resolution in the areas of licensing, consumer affairs, and tenant-landlord relations;
Reviews current procedures, forms, and training methods used in the licensing and complaint handling processes;
Keeps aware of trends or patterns of complaints that develop with respect to certain companies, and so advises management;
Investigates and attempts to resolve consumer and tenant-landlord complaints of major concern;
Maintains liaison between private businesses and consumer groups to facilitate communication and to effectively mediate disputes;
Addresses citizen groups, students, and other groups interested in consumer education;
Consolidates complaints and prepares reports or presentations that may be used by the Director or others in the County government for testimony before State or local government bodies or presentation to the Commission;
Gathers statistical information or other data for use as required;
Testifies in court as required.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:

Graduation from a four-year accredited college or university; PLUS
Two years' experience investigating and mediating complaints dealing with consumer and/or tenant-landlord problems, or related fields.

REVISED (to reflect team lead role): April, 2005
CLASS CODE REVISED from 1291 to 1526: June 20, 1989